

Press Release

HARFORD COUNTY GOVERNMENT

Department of Emergency Services



PUBLIC SAFETY

"Ensuring a Safe
Harford"

EDUCATION

"Preparing Now,
Building for the Future"

EFFICIENCY IN GOVERNMENT

"Governing Smarter"

ECONOMIC OPPORTUNITY

"Growing and Sustaining
Harford's Prosperity"

ENVIRONMENTAL STEWARDSHIP

"Protecting Our
Environment"

QUALITY LIVING

"Safeguarding What is
Important to Harford
County Citizens"

FOR IMMEDIATE RELEASE: June 19, 2013

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Department of Emergency Services Presents Gold 911 Award

Youth receives award for getting help for ailing mother

(Forest Hill, MD) - - The Harford County Department of Emergency Services (DES) has presented a Gold 911 Award to eleven year-old Lucas Custer in recognition of his actions on the morning of December 13, 2012.

Custer called the Harford County 911 Center at 4:47 p.m. that afternoon to report that his mother, Rita Custer was unresponsive and moaning in their home in Aberdeen. Dispatcher Kara Angelo, the 911 Calltaker, remained on the phone with Lucas until police arrived at the home. During the time of the 911 call, the youth remained calm and continued to update the dispatcher on his mother's condition and followed the directions of Dispatcher Angelo.

As a result of his call to the Harford County 911 Center, and his actions during the call, Lucas Custer was nominated to receive the EMS for Children "*Right Care When it Counts Award*" from the Maryland Institute for Emergency Medical Services System and the DES Gold 911 Award.

On Wednesday, June 5, 2013 the Department of Emergency Services publicly recognized Lucas Custer at his school, Aberdeen Middle School, for his bravery and heroic efforts. During the brief ceremony, the youth was presented with a Gold 911 Award, a plaque from MIEMSS as well as a Certificate of Appreciation.

Those attending the ceremony included Rhonda Polk, Public Safety Dispatcher III/911 Public Educator, Lisa Chervon MIEMSS Region III Administrator and Ross Coates, Communications Manager for the Harford County Department of Emergency Services.

- 30 -

"Preserving Harford's past; promoting Harford's future"